

Claims.

- Sub A 1
- 5 1.- A method for searching information on the internet, characterized in that it uses at least one human search assistant who helps a user when searching for information on the internet, whereby this human search assistant is a specialist in searching on the internet.
- 10 2.- The method of claim 1, wherein the human search assistant assists the user by searching on internet and indicates to the user where the information he is looking for can be found in the World Wide Web or where the user should be looking in the World Wide Web or giving the
- 15 information found in the World Wide Web.
- 20 3.- The method of claim 1, wherein the human search assistant has such expertise in searching on the internet that he can be considered a web librarian and is able to give more information than the place to look in the World Wide Web and is able to supervise the user consulting internet.
- 25 4.- The method of claim 1, wherein the human search assistant preferably makes use of search engines for searching on internet.
- 30 5.- The method of claim 1, wherein the dialogue between the user and the human search assistant takes place on line and in real time.
- 35 6.- The method of claim 5, wherein the user's communication with the human search assistant takes place by means of voice recognition via the internet.
- 7.- The method of claim 1, wherein the user is offered a

Sub A1
visual representation of the human search assistant.

5 8.- The method of claim 1, wherein the human search assistant is consulted via one of the following devices: a computer, a mobile phone, a palmtop or an interactive television apparatus, or the set-top box associated therewith.

10 9.- The method of claim 1, wherein use is made of several human search assistants on the website.

15 10.- The method of claim 9, wherein the user contacts the same search assistant by means of voice recognition, iris recognition or fingerprint recognition.

20 11.- The method of claim 9, wherein one or more head human search assistants are present having below them a number of specialized adjunct human search assistants who each can be specialized in one or more fields, whereby a head human search assistant directs the call he receives towards one of those specialized adjunct human search assistants.

25 12.- The method of claim 1, wherein the human search assistant re-formulates an information request of the user into an adapted request which can be applied better on the search robots than the aforementioned information request.

30 13.- The method of claim 1, wherein the human search assistant assists the user when searching for services.

35 14.- The method of claim 13, wherein said services consist of on-line shopping, price and product comparison.

15.- The method of claim 1, wherein the human search

5 16.- The method of claim 1, wherein the user is served in his own language, with or without simultaneous translation.

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0	0	1	4	9	16	25	36	49	64	81	100	121	144	169	196	225	256	289	324	361	400	441	484	529	576	625	676	729	784	841	900	961	1024	1089	1156	1225	1296	1369	1444	1521	1600	1681	1764	1849	1936	2025	2116	2209	2304	2401	2500	2601	2704	2809	2916	3025	3136	3249	3364	3481	3600	3721	3844	3969	4096	4225	4356	4489	4624	4761	4900	5041	5184	5329	5476	5625	5776	5929	6084	6241	6400	6561	6724	6889	7056	7225	7396	7569	7744	7921	8100	8281	8464	8649	8836	9025	9216	9409	9604	9801	10000

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Figure 1.